



FOR IMMEDIATE RELEASE  
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# City of San Diego's Get It Done Program Recognized for Customer Service Excellence

## NATIONAL CUSTOMER SERVICE CONFERENCE SELECTS SAN DIEGO AS 311 'AWARD OF EXCELLENCE' FINALIST

SAN DIEGO – Demonstrating a commitment to high quality customer service, the City of San Diego has been named the top finalist for CS Week's ENGAGE311 Award of Excellence, an award recognizing a customer service center that improves local government. The recognition was given to the City's Environmental Services Department Customer Service Center, in collaboration with the Performance and Analytics Department, for the implementation, management and continuous enhancements of the City's [Get It Done app](#).

During the CS Week ENGAGE311 awards ceremony in Phoenix, the City was praised for innovation in customer service and community engagement with the Get It Done app and [website](#), which provides 52 services across 10 departments.

**"As mayor, I'm committed to making sure San Diegans receive the exceptional customer service they deserve, and I'm proud of our Environmental Services and Performance and Analytics teams for using our Get It Done app to improve processes to deliver on that promise," said Mayor Todd Gloria. "This is a well-deserved recognition for our team that has consistently demonstrated a customer-focused approach to improving local government."**

During 2020 and 2021, the Get It Done app made several key improvements, including a publicly accessible website for donations of personal protective equipment and an updated app for Spanish language compatibility. The app receives over 1,000 daily reports, for issues like potholes, graffiti and tree trimming.

The Get It Done mobile app was initially launched in May 2016 with the capability for users to submit reports on 20 different non-emergency issues. Today, the mobile app has more than 125,000 total downloads and 19,000 average monthly users.

In 2021 the City Council approved an agreement with Deloitte to allow the sale of the City's Get It Done software to other cities and government agencies who wish to use the software to help streamline requests for services from their residents.

Residents can use the Get It Done app or website to report issues in the City of San Diego. To contact Environmental Services, customers can also call 858-694-7000. 311 is not available as a customer service number in San Diego.

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